



## CASE STUDY

Gwénaëlle Jain  
PS'Soft  
Tel.: +33 (0)1 41 27 20 80  
E-mail: [gjain@pssoft.com](mailto:gjain@pssoft.com)

Tatiana Soukiassian  
Hopscotch Europe In One  
Tel.: +33 (0)9 70 44 94 54  
E-mail: [tsoukiassian@hopscotch.eu](mailto:tsoukiassian@hopscotch.eu)

### The Gironde department Council has chosen PS'Soft to streamline its IT services

*The Gironde department Council has undertaken a complete overhaul of its IT management using PS'Soft solutions to enhance its ITIL® conformity. The result is more efficient IT support, optimized IT asset management, quicker incident resolution and automated validation procedures.*

The Gironde department Council is a local authority with a wide range of jurisdictions including health and social welfare, junior-secondary school construction and maintenance, school and rural transportation, infrastructures (roads and ports), culture - with lending libraries and archives, as well as public works in rural areas. To carry out its duties, the council relies on an IT system comprising 3,800 workstations.

During the course of 2007, the IT Division of the Gironde department Council decided to enhance its conformity with ITIL® practices, a set of recommendations designed to improve the efficiency of information systems and the quality of IT services. A user survey had in fact revealed a perceived lack of incident monitoring, as well as little user awareness of the many services provided by the IT division. The distribution of the IT assets among the various sites and divisions was also open to improvement. Generally speaking, the IT division aimed to reposition itself as a provider of user services and thus deploy a catalog of services. The IT division therefore decided to call on a new IT asset and service management solution, as the assets and incidents management solutions already in place were not recent enough to be able to adapt to the latest ITIL® recommendations (for example by integrating validation workflow management).

The Gironde department Council therefore issued an invitation to tender for the supply of an integrated solution for assets, incidents and requests management, as a result of which PS'Soft was selected. The vendor was chosen because of the scope of its functional coverage, which meets the needs of the council, as well as offering excellent value for money.

**The Gironde department Council IT system in figures...**

- 3,800 workstations
- 2,200 IT support calls per month

The project began at the end of the first half of 2007, including specific developments, along with tests and suitability checks. The PS'Soft team worked in close cooperation with the IT Division to prepare the solution, ensuring that it was exactly tailored to the council requirements, for example by interfacing the PS'Soft software with the Pléiades human resources management tool, which provides the users database.

In December 2008, the PS'Soft Asset Management Suite and PS'Soft Service Management Suite solutions were installed, improving both IT support efficiency and the user experience.

### **More efficient IT support**

Implementing the solutions had a number of positive consequences for the efficiency of the support team. On the one hand, task allocation became more transparent: each incident is clearly assigned to an operator. The dashboards supplied by PS'Soft Service Management Suite make this assignment phase easier, thus helping to considerably reduce the time taken to resolve incidents. The solution also offers remote web access to the incidents, which makes the operators' task easier and will eventually enable the users to monitor the incidents. There is also a clear distinction between incidents and calls, so that several calls can be associated with the same incident if necessary. Finally, the interface between asset and incident management solutions gives the operators access to the data and the lifecycle log of each item in the IT assets.

*"Deployment has enhanced our awareness of our role as service provider for the users, who are now considered as customers. We have really made a move from an engineering-oriented culture to a service-oriented culture", remarked Annie Pous, Customer Services Manager for the Gironde department Council.*

### **Optimized IT services**

At the end of April 2009, the IT Division decided to implement PS'Soft Request Management. The solution has a range of advantages: 1/ standardized and automated management of any requests for new hardware or software; 2/ a catalog of services; 3/ user-friendly access for all users via a web portal. Four pilot divisions were selected. Initially, the PS'Soft Request Management solution was combined with the existing Lotus forms management solution. Five types of requests are available:

- New employee,
- Additional catalog hardware,
- Additional non-catalog hardware,
- Staff redeployment,
- Hardware renewal (within the IT division).

Since the solution has been in place, 1600 to 1800 requests have already been recorded and processed using this new system.

### **Results and outlook**

Today, the team is satisfied with the project:

- asset management is efficient,
- incidents are better monitored by the support teams, who manage and close the incidents; this makes for improved supervision.
- the pilot divisions gave a warm welcome to the catalog of services, with the much anticipated monitoring of requests and incidents; the validation workflows are in place. The next milestones will be to integrate processing times and optimize the validation processes.

To conclude, the user enjoys faster incident processing and the IT department has been able to streamline incident and IT asset management processes. Moreover, a number of additional functionalities are currently under preparation: work is currently under way on the production of requests and dashboards, which will enable both the support teams and the service center to analyze activity and the quality of service: mean resolution times by nature or by severity, mean acknowledgement time, and so on, for both incidents and requests. In the last quarter of 2010, the results will enable the users to be sent an e-mail announcing the time to process requests and incidents. They will also be informed of any delay. The last quarter of 2009 will be used to check that the times announced are 95% achievable.

The IT division will continue to deploy PS'Soft solutions, particularly by expanding the scope covered to other types of equipment such as servers, telephone systems or applications, and by looking to centralize the IT support calls through a single point of contact.

A software license management solution will also be rolled out. Initially, the IT division will enhance its CMDB - Configuration Management Database – a database that lists all the IT assets within an organization – by interfacing PS'Soft Asset Management with the LanDesk® inventory tool, in order to list the software licenses. These data will then be input into PS'Soft Soft License Compliance, enabling

the number and type of software licenses purchased to be tailored as closely as possible to the users' needs, in particular by identifying the level of license utilization.

Finally, the council will further enhance its ITIL® approach, through deployment of a problem management solution and the recruitment of a quality manager dedicated to implement change management processes.

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## **About PS'Soft**

Founded in France in 1991, PS'Soft is a global specialist in IT asset and service management. Its product line-up caters for the full range of requirements of medium to large enterprises seeking to streamline and control their resources, effectively manage their infrastructures, cut costs and deliver better quality of service to their users: asset management, helpdesk and service management, software license compliance, service delivery, service level agreements, and business process management. PS'Soft has offices in Mountain View, Paris, Stuttgart and London, and a R&D center in Sophia-Antipolis. PS'Soft solutions are installed on nearly 2,000 customer sites worldwide.

PS'Soft is a BDNA Corporation company, the leading provider of IT infrastructure inventory and analysis solutions.

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